

79184

PATENT

#3/A
CURRENT
1/4

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Nayel Saleh

Art Unit: 2154

Serial No.: 09/637,969

Filed: August 11, 2000

For: METHOD AND APPARATUS
FOR ALLOCATING RESOURCES
OF A CONTACT CENTER

Examiner: El Hady, N.

Attorney
Docket No.: 79184

RECEIVED

JAN 27 2004

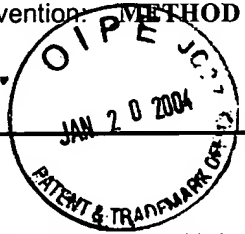
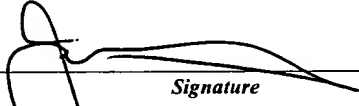

Technology Center 2100

AMENDMENT A

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action of September 22,
2003, please amend the above-identified application as
follows:

AMENDMENT TRANSMITTAL LETTER (Large Entity)			Docket No. 6065-79184		
Applicant(s): Nayel Saleh					
Serial No. 09/637,969	Filing Date 8/11/2000	Examiner El Hady, N.	Group Art Unit 2154		
Invention: METHOD AND APPARATUS FOR ALLOCATING RESOURCES OF A CONTACT CENTER					
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			JAN 27 2004 Technology Center 2100		
TO THE COMMISSIONER FOR PATENTS:					
Transmitted herewith is an amendment in the above-identified application.					
The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	37 -	37 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	3 -	3 =	0 x	\$86.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00
<div style="display: flex; justify-content: space-between;"> <div> <input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 03-2470 <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. </div> <div style="text-align: right;"> Dated: January 15, 2004 </div> </div> <div style="margin-top: 20px;"> <div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div style="text-align: center;">  Jon P. Christensen Reg. No. 34,137 </div> <div> Signature </div> </div> </div>					
<div style="border: 1px solid black; padding: 5px;"> <p>I certify that this document and fee is being deposited on 1/15/2004 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.</p> <div style="text-align: center;">  Signature of Person Mailing Correspondence Abby Boone Typed or Printed Name of Person Mailing Correspondence </div> </div>					
CC:					